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/John G. Rauch/

John G. Rauch Reg. No. 37,218

BRINKS
HOFER
GILSON
& LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Dadong Wan et al.

Appln. No.: 10/804,580

Filed: March 19, 2004

For: REAL-TIME SALES SUPPORT
AND LEARNING TOOL

Examiner: Rines, Robert D.

Art Unit: 3623

Confirmation No.: 7295

Attorney Docket No: 10022/457

AMENDMENT AND RESPONSE TO OFFICE ACTION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicant has timely filed the following response to the Non-Final Office Action mailed August 20, 2009 (the "Office Action"). Applicant respectfully requests reconsideration and allowance of the present claims in view of the following remarks.

Amendments to the Claims begin on page 2 of this response.

Remarks and Arguments begin on page 14 of this response.